

PRIVACY POLICY

Dates	Approved Effective	13 May 2014 12 March 2014
Approved by	Finance & Audit Committee	
Implementation by	National Art School	
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Related documents	<i>Privacy Amendment (Enhancing Privacy Protection) Act 2012</i> (Australian Privacy Principles)	



TABLE OF CONTENTS

1	INTRODUCTION	2
1.1	PURPOSE & SCOPE.....	2
2	POLICY STATEMENT	3
2.1	RESPONSIBILITIES	3
2.1.1	Direct Collections.....	3
2.1.2	Indirect Collections.....	3
2.1.3	Anonymity and Pseudonymity.....	4
2.1.4	Collection Through The NAS Website.....	4
2.2	TYPES OF PERSONAL INFORMATION COLLECTED AND HELD	4
2.3	USE AND DISCLOSURE OF PERSONAL INFORMATION.....	5
2.4	OVERSEAS DISCLOSURE OF PERSONAL INFORMATION.....	6
2.5	ACCESSING AND CORRECTING PERSONAL INFORMATION	6
2.6	INFORMATION QUALITY.....	7
2.7	STORAGE AND SECURITY	7
2.8	COMPLAINTS.....	8
	DEFINITIONS	8
	REFERENCE DOCUMENTS	9
	VERSION CONTROL AND CHANGE HISTORY	9
	IMPLEMENTATION & PUBLICATION.....	9
	APPENDIX 1 – INFORMATION PROVIDED BY UAC	10

1 INTRODUCTION

1.1 PURPOSE & SCOPE

Effective 12 March 2014, the *Privacy Act 1988* (“Privacy Act”) was amended to implement Australian Privacy Principles (APPs) under schedule 1 of the *Privacy Amendment (Enhancing Privacy Protection) Act 2012*.

This document provides information about the National Art School’s (NAS) handling of personal information, including sensitive information, according to the APPs.

This policy applies to NAS, its officers, employees, contractors, consultants, volunteers, students, prospective students, and to members of the public.



2 POLICY STATEMENT

The National Art School is committed to:

- Protecting individuals' privacy according to the Privacy Act ; and
- ensuring that its officers, employees, contractors, consultants, volunteers, students, prospective students, and members of the public understand NAS', and their, rights and responsibilities.

Important: NAS officers, employees, contractors, consultants, volunteers, and students are responsible for ensuring their own work practices comply with this Policy & Guideline. A breach of this Policy & Guideline may be subject to disciplinary action or a breach of contract.

2.1 RESPONSIBILITIES

NAS collects personal information it needs to carry out particular functions or activities.

2.1.1 DIRECT COLLECTIONS

Usually NAS collects personal information when you provide it directly to NAS. NAS may collect this information:

- When you apply to study at NAS;
- When you enrol to study at NAS;
- When you join the NAS Library;
- When you sign up to receive NAS newsletters, or consent to be added to NAS email lists;
- When you book an event using NAS facilities.
- If you are a Sponsor or Donor;
- If you are appointed to a NAS' committee;
- If you are a third party service provider or a volunteer;
- NAS may collect sensitive information with consent, for example, to make reasonable adjustments where a student has a disability; or to meet reporting obligations to TEQSA and other Government agencies.

2.1.2 INDIRECT COLLECTIONS

On occasion, NAS will collect personal information from a third party. For example, we might collect information about prior learning at other educational institutions relevant to your studies at NAS. NAS may also collect information from a third party assessor or referee, publicly accessible sources, and industry directories.

2.1.3 ANONYMITY AND PSEUDONYMITY

Usually NAS will require your name and other contact details to deal with you. However, where possible, NAS will still interact with you if you wish to be anonymous or to use a pseudonym. If you make a general enquiry, for instance, NAS will not ask you for your name, unless it is necessary to respond to your enquiry.

2.1.4 COLLECTION THROUGH THE NAS WEBSITE

Information about NAS' collection of personal information through its website is provided at: www.nas.edu.au/about/Website_Security_Privacy

NAS also uses social networking services such as Facebook and Twitter to communicate about NAS activities and its students' work. If you communicate with NAS using these services NAS may collect your personal information, but will only use it to communicate with you and the public through these services. Social networking services will also handle personal information for their own purposes. These sites have their own privacy policies.

2.2 TYPES OF PERSONAL INFORMATION COLLECTED AND HELD

NAS collects and holds the following types of personal information:

Collection Purpose	Information Types – collected in part or whole
In relation to Students	Name, addresses, email addresses, telephone numbers, date of birth, education, academic record, country of birth, work experience, citizenship status, health information, please note <i>Appendix 1</i> regarding information collected and disseminated to NAS by UAC.
In relation to the NAS Library	Name, addresses, email addresses, telephone numbers
In relation to Marketing	Name, addresses, email addresses, telephone numbers, name of organisation, history as student or employee of NAS, education
In relation to Events	Name, addresses, email addresses, telephone numbers, name of organisation, business names, insurance coverage details
In relation to Sponsors or Donors	Name, addresses, email addresses, telephone numbers, name of organisation, donation information
In relation to Committee Members/ Third Party Service Providers/ Volunteers.	Names, addresses, email addresses, superannuation fund details, tax file numbers, business names, date of birth, telephone numbers, licences, related party transactions, employment history
In relation to Enquiries and Complaints	Name, addresses, email addresses, telephone numbers

2.3 USE AND DISCLOSURE OF PERSONAL INFORMATION

NAS may **use** personal information (that is not sensitive information) for the purposes for which it was collected, for related purposes that you would reasonably expect, or if you agree to the use. For example:

- in relation to students: to process your application and enrolment, to communicate with you as NAS' students and graduates, for course monitoring, evaluation and surveys, for record-keeping and archiving, for student support, and to meet NAS' internal and external reporting requirements;
- in relation to library members and applicants for membership: to identify you, process your library application and manage your library membership and borrowings;
- in relation to marketing: to send information about NAS and its functions and activities; every marketing communication received from NAS will also outline a simple means to remove yourself from further communications.
- in relation to events: to process bookings, and to send information about NAS and its functions and activities;
- in relation to sponsors or donors: to acknowledge giving and to send information about NAS and its functions and activities;
- in relation to committee members, third party service providers, and volunteers: to engage and pay you or reimburse you for expenses, and to meet NAS' internal and external reporting requirements;
- in relation to the receipt of a complaint or enquiry: to deal with the complaint or enquiry.
- In relation to enforcement/legal activity: conducted by, or on behalf of NAS, for which a notation will be made; or if the use is required or authorised under an Australian law or court/tribunal order.

NAS may **disclose** personal information (that is not sensitive information) for the purposes for which it was collected, for related purposes that you would reasonably expect, or if you agree to the use. For example:

- in relation to students: to other educational institutions and academically related professional bodies for educational or official purposes; to an agency to assist you to receive an allowance or permission to study from the agency; to the Government agencies for reporting purposes.
- in relation to third party service providers: to superannuation funds; to the Government agencies for reporting purposes.
- where NAS receives a complaint: to the person or organisation who is the subject of, or who is involved in the handling of the complaint.
- In relation to enforcement/legal activity: conducted by, or on behalf of NAS, for which a notation will be made; or if the disclosure is required or authorised under an Australian law or court/tribunal order.

Where NAS seeks your agreement to a use or disclosure of your personal information, NAS will consider you are capable of agreeing if you are 15 years or older, unless NAS is aware of



circumstances that suggest the contrary. If you are under 15, NAS will ask your parent or guardian to agree on your behalf.

NAS may disclose your **sensitive information** for the purposes for which it is given, or for purposes you agree to.

Sometimes, NAS is also required or authorised by law, including by the Privacy Act, to use or disclose personal information, for example, where a warrant or court order requires NAS to provide information or documents.

Under no circumstances will NAS sell or receive payment for licensing or disclosing personal information.

2.4 OVERSEAS DISCLOSURE OF PERSONAL INFORMATION

NAS is unlikely to disclose personal information overseas, however, when required, will do so only for the purposes to which you've agreed. For example, when you have applied for an international residency administered by NAS, such as the British School at Rome.

2.5 ACCESSING AND CORRECTING PERSONAL INFORMATION

You may request access to, or the correction of, your personal information in writing or verbally. NAS may correct incorrect personal information on its own initiative. NAS will either give access to, or correct, the personal information requested, or inform you why access or correction is refused, within a reasonable time after the request is made.

In providing access, NAS will take reasonable steps to provide the information in the manner requested by you, and any fees or charges to access your personal information will not be excessive. NAS will not charge any fees for agreed corrections to personal information.

NAS may refuse access, or refuse to correct information, if it is required or authorised to do so under Schedule 1, Part 5, s12.3 of the Privacy Act. NAS will however, take any reasonable steps in these circumstances to provide access in a way that meets both your needs and the needs of NAS. For example, providing the information to an intermediary, such as a qualified health service provider.

If NAS decides to refuse access, refuse to amend information, or to refuse access in the manner requested, NAS will inform you in writing, giving its reasons (unless this is unreasonable), annotate any intended amendments (if applicable), and inform you of available complaint mechanisms.

Requests for access or correction must be referred to Student Services (for students), Human Resources (for employees), the Library (for Library members), or to the Marketing (for personal information related to marketing, fundraising, sponsorships, and the website).

If there is any uncertainty as to whether a request for access fits within this Policy the matter must be referred to the Company Secretary before any information is given.

2.6 INFORMATION QUALITY

Ensuring the personal information NAS collects is accurate, up-to-date and complete, NAS:

- where necessary, confirms the accuracy of information collected from a third party or a public source;
- adds updated or new personal information to existing records as set out in the section of this Policy dealing with corrections of personal information; and
- audits NAS' contact lists to check their accuracy from time to time.

2.7 STORAGE AND SECURITY

NAS takes steps to protect records of personal information, whether paper or electronic, from misuse, interference and loss, and unauthorised access, modification or disclosure.

Personal information collected is stored mainly in internally managed ICT systems, employing strict password policies, encryption, and firewalls for the protection of its ICT network. Electronic records are only available to employees who have been issued with personal login identification and appropriate access by NAS.

External systems managed by third parties providing cloud-based information management or ICT storage facilities for NAS are subject to the privacy and security terms of a service agreement. These external systems engage the following security controls:

- in relation to student information: firewall protection, standalone database hosting, password controlled access, full audit facility;
- in relation to library members: password controlled access;
- in relation to marketing: multi-layer firewall protection, SSL/TLS, database hosting separations, password controlled access, full audit facility;
- in relation to backup tapes of the NAS network: chain of custody tracking, employee background checks, CCTV surveillance, security vaults.
- In managing internal, physical records, NAS protects personal information by:
- storing all paper records in locked or monitored cabinets, within lockable rooms;
- restricting access to paper records to relevant staff;
- redacting financial information as soon as practicable; and
- disposing of paper records via a secure shredding service.

2.8 COMPLAINTS

Complaints about interferences with your privacy may be sent in writing to NAS for internal review by contacting enquiries@nas.edu.au, addressed to the Company Secretary. Please allow NAS a reasonable time to investigate and respond in writing.

Complaints about interferences with your privacy may also be sent in writing to the Office of the Information Commissioner (<http://www.oaic.gov.au/privacy/privacy-complaints>). The Information Commissioner may investigate, determine, and make declarations in a matter, but commonly will not investigate a complaint if it has not first been raised with NAS.

DEFINITIONS

consent means express consent or implied consent

personal information means information or an opinion about an identified individual, or an individual who is reasonably identifiable:

- (a) whether the information or opinion is true or not; and
- (b) whether the information or opinion is recorded in a material form or not.

sensitive information means

(a) information or an opinion about an individual's:

- (i) racial or ethnic origin; or
- (ii) political opinions; or
- (iii) membership of a political association; or
- (iv) religious beliefs or affiliations; or
- (v) philosophical beliefs; or
- (vi) membership of a professional or trade association; or
- (vii) membership of a trade union; or
- (viii) sexual preferences or practices; or
- (ix) criminal record;

that is also personal information; or

- (b) health information about an individual; or
- (c) genetic information about an individual that is not otherwise health information; or
- (d) biometric information that is to be used for the purpose of automated biometric verification or biometric identification; or
- (e) biometric templates.

REFERENCE DOCUMENTS

Privacy Act 1988

Privacy Amendment (Enhancing Privacy Protection) Act 2012

Office of the Australian Information Commissioner – Privacy Fact Sheet 17

VERSION CONTROL AND CHANGE HISTORY

This document is reviewed annually by The Executive. Amendments/changes must be approved by the Finance & Audit Committee.

Version	Change Description	Approval date
1.0	Document is endorsed by the Finance & Audit Committee	13 May 2014
	Document is published and implemented	10 June 2014
1.1	Document is re-formatted to new corporate branding	22 September 2014
1.2	UAC Privacy requirements are appended	19 January 2015

IMPLEMENTATION & PUBLICATION

This section lists all of the locations in which this policy is to be implemented. Changes to this policy should be updated across all of these locations.

Location	Description	Date Updated
Website	NAS Website: www.nas.edu.au/About/Privacy , add link at footer under <i>Contact Us</i> Go Fundraise: Link to www.nas.edu.au/About/Privacy	20 January 2015
NAS Intranet	H:\POLICIES&PROCEDURES\GovernanceFramework\Privacy	20 January 2015
Outgoing Emails	MailChimp	TBC
Forms	Add link to: www.nas.edu.au/About/Privacy Degree Program Application Form, HSC & Dobell Application Forms, Short Course Enrolment Form, Library Membership Forms, Venue Booking Form, Gallery Internship Application Form, Gallery Volunteer Application Form, Student Personal Details Adjustment Form, Model Registration Form, Alumni Information Form, Job Application Form, and any forms requesting personal information.	TBC
Policies	Student Handbook, Code of Conduct	TBC
Contracts	Venue Hire Contracts, Sponsorship/Partnership Contracts, Third Party Service Provider Contracts	TBC



Privacy and Direct Marketing

UAC and institution process for applicant request to cease direct marketing

1. Introduction

The guidelines for Australian Privacy Principle 7 (APP7) dealing with direct marketing state that an organisation facilitates direct marketing where it collects personal information for the purpose of providing that information to another organisation so that the second organisation can undertake direct marketing of its own products and services. If an organisation facilitates direct marketing, an individual must be able to request the organisation not use or disclose the information for the purpose of facilitating direct marketing (APP7.6).

As a consequence, UAC and institutions are required to have an informal process in the event that an applicant contacts UAC to request that an institution or institutions cease contacting the applicant for direct marketing purposes.

The process outlined below was endorsed at the Users' Committee held on 12 September 2014.

2. Process

	Step	Action
1	UAC receives request	If an applicant contacts UAC to ask that an institution(s) cease contacting the applicant for direct marketing purposes, UAC will first ask the applicant to put the request in writing (if not already done). The written request should be signed and include the applicant's name, UAC number, and the name(s) of the institution(s) that are the subject of the request.
2	UAC sends request to institution(s)	Operations staff at UAC will then scan and email the written request and forward it to ISO at the relevant institution(s). This will be done within 48 hours of the written request being received. Operations staff at UAC will also place a note on the Applicant Summary in <i>wUAS</i> .
3	Institution acknowledges request and actions	Operations staff at UAC will then scan and email the written request and forward it to the ISO at the relevant institution(s). This will be done within 48 hours of the written request being received.

